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CENTER for INTEGRATED
HEALTH SOLUTIONS

Circle of Support for Whole Health
Overview of “Consumer Centered
Family Consultation (CCFC)”

Training Session 2: Outreach to
Family

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AGENDA

- Review of timeline
- Background about family networks and social supports
- Helpful hints for engaging families
- Demonstration
- Comments & questions

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Poll Questions

1. Since the first training webinar, have you started to talk to any consumer about who is in their circle of support?

YES NO

2. Since the training have you explained the consultation model to any client (what it is and how it may be helpful)?

YES NO



At this point in the CCFC process...

Phase 1 of the CCFC process:

- **Practitioner has informed and engaged the client in a way that results in a decision to reach out to a specific member of the client's circle of support.**
 - Explained the purpose and benefit
 - Explored the circle of support
 - Addressed worries and concerns of the consumer
- **Practitioner and consumer have also established who will be invited and what the consumer wants/needs from the family member.**



Let's Chat

What concerns/worries you about implementing Phase 1
(Informing and engaging the client) of the CCFC
approach?



Phase 2 of the CCFC Model

- Reaching out to the identified member of the consumer's circle of support
- Informing and engaging the family member
 - Who extends the invitation?
 - How is the invitation made?
 - What is explained to the family member?

*Note: All of the options and decisions above are explored during the Pre-Planning process (i.e., using the pre-planning tool that we discussed during the prior training meeting)



Options for Outreach to Family: “Extending the CCFC Invitation”

- Consumer can invite family member
- Practitioner can reach out to family
- Practitioner and consumer can (together) reach out to family



Practitioner’s communication with a member of a consumers circle of support

- Set aside enough time to discuss this new program with consumer’s family/supports
- Introduce yourself and your role in working with the consumer as well as the organization that provides services
- Be mindful that families may not be aware of mental health terminology or jargon such as, the words, “consumer” or “psychotherapy” or “recovery”
- At times, “small talk”, “breaking the ice” chatting can lower the anxiety that a family member may experience with a call from the mental health agency
- Emphasize that the call reflects a positive decision and not crisis oriented



Practitioner's Communication (CONT.)

- Reassure that the invitation to meet is not the beginning of family therapy, but a consultation model, which is designed to help family members increase their understanding of the consumer's situation and to support their whole health. (e.g., information, resources and practical guidance)
- Reassure the family member that they decide what they are willing and able to do to support the consumers whole health. The goal is for the consumer, family member and practitioner to arrive at a consensus that satisfies all.
- Explain that the consumer identified him/her as someone the consumer trusts and as someone who may be able and willing to support the consumers whole health in ways that meet the consumers preferences and felt need.
- Inform the family member that the consumer has given permission for everyone to talk with one another
- Explain what the CCFC model is by using brochure or "Tips for Engaging quick guide"



Practitioner's Communication (CONT.)

- Ask if they are interested in moving forward. If interested and willing to attend a meeting – set up a day and time. If interested in learning more, offer to send an informational brochure that describes the CCFC model in more detail.
- If not interested, ask if you can call them again and give them your phone number for them to call if they change their mind
- Thank everyone for their time and consideration
- End on a positive note



Keep in Mind...

- This is an invitation. Family members can and sometimes do say “No thanks”
- It’s important during pre-planning meetings to prepare the consumer for the possibility stated above
- There are still options if/when a family declines, for example:
 - There may be a different support person to identify/consider
 - The family may re-consider and call back
 - Outreach in future can occur (e.g., changed circumstances; different goal; or after time has passed)



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CCFC Brochure

A brief service for consumers of mental health services, their chosen support system, and their clinician – all working together to support the consumers’ recovery process.



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Let's revisit the main purpose of the Consumer Centered Family Consultation

Consumer Centered Family Consultation (CCFC) is a brief, education-based engagement and consultation service that is typically completed in one to five sessions. It promotes collaboration among adult consumers of mental health services, members of their family or social network, and service providers to support each consumer's recovery.

CCFC is characterized by:

- Consumer Centeredness - The consumer is at the center of all decisions.
- Collaboration - CCFC promotes an equal partnership between consumers, families and providers.
- Education Orientation - CCFC provides basic information about: mental health diagnoses, causes, treatments and services, family guidelines on how to support the consumer and family; and community and agency resources.



Who participates in a Consumer Centered Family Consultation?

Anyone can take part in the CCFC so long as the consumer gives consent. Ideally, the person or persons involved will have an interest in the consumer's well-being, and are able to support the consumer's recovery process and staying well plan. Participants in a CCFC may include:

- The consumer (person receiving services)
- A practitioner who is familiar with the consumer
- The family members
- Other supportive people agreed upon by the consumer (e.g., peer)



Does the consumer have to attend the meetings?

Ideally yes. The practitioner addresses any of the consumers concerns to facilitate a meeting that involves the consumer.

If the consumer insists on not being present after you have explored concerns, you may decide to meet with the family member alone. This may provide you with insight into the consumers concerns. It is also important to always make the consumer aware of what took place during the CCFC.



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How long does the CCFC take?

- The initial commitment is 1 meeting for up to 1 hour
- Follow up meetings is based on the goal of the meeting and the willingness and ability of the consumer and the family member
- If more support or education is desired, the practitioner can explore services other than CCFC (e.g., ongoing family therapy, family support groups or multiple family groups if available)



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Is Consumer Centered Family Consultation Family Therapy?

- No. It is important to recognize that the purpose of this consultation is to focus on the here and now concerns, needs and wants of the consumer and family members. This part of a CCFC can be to try to address and resolve family conflicts rather than addressing the deep emotional and psychological experiences of family members.
- A CCFC provides participants with up to date information related to their relative's involvement in the mental health system and guidance on how they may help support their loved one's treatment and recovery.



Show Brochure Example



What are Some Examples of Ways Families can be Involved?

- Learn about their loved ones treatments and services
- Setting up a weekly or bi-weekly check-in call between family and client about the goal (e.g., managing diabetes; supporting substance use decisions)
- Transportation to/from specialty healthcare appointments
- Periodically attending treatment sessions to learn best ways to solve problems and support client
- Participating in sessions to educate family about client's health conditions and ways to be helpful
- Family learning what to do (e.g., how to communicate with client; who to call; steps to take) if client begins experiencing troubling symptoms of any condition
- Concrete assistance with correspondence from social security, medicaid etc.
- Emotional support during difficult times and encouragement to working towards goals
- Helping the client with their health plan (shopping for healthy choices)



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Let's Chat

Please add to this list. What other ways may a member of the consumers circle of support help?



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Lessons learned from the NY Experience



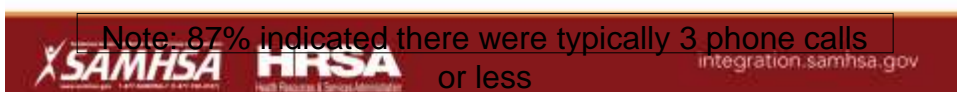
Phone contacts with families...

What proportion of clinicians indicated there were usually phone contacts with families during the CCFC process?

- 85% said "YES" (there were phone contacts)

Of those, how many phone calls typically took place per family?

- 2.36 phone calls, on average



Phone contacts with families (cont)...

When phone contacts occurred, how long did each call typically last (in minutes)?

- **Mean Score = 13.38 min.** (SD = 7.21)
 - Approximately one-half (49%) of respondents indicated 10 minutes or less
 - 38% indicated more than 10 minutes but less than or equal to 20 minutes
 - 12% indicated between 21-30 minutes



Demonstration of Phase 2: A family outreach and engagement call



Let's Chat

What concerns/worries you about implementing Phase 2
– Outreach and engaging with family / supports





Poll Questions

Based on the information provided and the demonstration,
how comfortable do you feel to engage/invite family
members to support client?

- | | |
|----------------|----------------------|
| 1-Not at all | 3-Pretty comfortable |
| 2-A little bit | 4-Very comfortable |

What else would be helpful to increase your comfort?
[please use the chat box to type in your answer(s)]



Timeline	Description
February 11, 2016	<u>Training Webinar 1</u> : How to inform and engage the client and assess the client's personal circle of support
February 25, 2016	<u>Training Webinar 2</u> : How to reach out to the member of the client's circle of support
March 10, 2016	<u>Training Webinar 3</u> : First and subsequent face-to-face meeting with the client and the identified member of the client's circle of support
Week of March 21:	Small group one hour consultation calls (groups of 5-7 grantees)
April 14, 2016	Large group Q&A and dialogue session (one hour GoTo meeting) Poll grantees, answer questions, hear from successful efforts
Week of May 2	Small group one hour consultation calls (groups of 5-7 grantees)
June 9, 2016	Final large group Q&A and dialogue session (one hour GoTo meeting) Poll grantees and hear from grantees who successfully implemented the family consultation model and lessons learned and next steps towards sustainability
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Comments & Questions



Thank You

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